

6.0 Statement of Work Response(s)

Why the Northrop Grumman Team? Through the infrastructure PPEA, the Commonwealth envisions a transformation of quality of services delivered to its citizens. The Northrop Grumman Team proposes to integrate industry leading solutions for people, processes and technology, and deliver a total solution tailored to meet this vision. Our solution will enable the Commonwealth and its citizens to experience the best industry has to offer in service delivery through the infusion of best practices and new technology.

The Northrop Grumman Team Infrastructure PPEA Solution

The Commonwealth of Virginia has taken bold and innovative steps to transform the way services are delivered to its citizens. By improving the technology and processes used, service delivery to the citizenry is also improved. To date, successes in this transformation have shown a well thought-out and well managed approach to address very complex problems. The first success in this approach was the implementation of the Virginia Information Technologies Agency (VITA) in 4 months, with defined organization, services and culture. Once VITA was established, the next major success was the consolidation of IT resources from 90 Executive Branch agencies in 18 months with no disruption of service.

To support this consolidation, procurement processes and procedures within the Commonwealth were transformed to support the rapid changes underway within VITA. One of the capstones of this procurement reform was the Public-Private Education, Facilities, and Infrastructure Act (PPEA), which enables strategic sourcing initiatives that leverage the experience that industry has to offer in technology, management practices, customer relations, economic growth and creating an environment of success.

The collective, demonstrated experience and culture that are part of the Northrop Grumman Team are consistent with the philosophy and goals that the PPEA and VITA are striving to achieve. We are also very appreciative of the effort that is required to meet these goals, and recognize the value of the transformation that VITA is striving toward. Northrop Grumman has shared that same vision; we recently completed the integration of more than 20 companies into our IT infrastructure and operational units. We also have a vested interest in the success of this effort since, collectively, 46,000 employees of our Team are Virginia citizens. Because we believe that our employees are our most critical asset, we have a very strong interest in working with the Commonwealth as it strives to improve the lives of its citizens.

Exhibit 6-1, The Northrop Grumman's Team IT Infrastructure Transformation Solution (a wall chart), depicts the VITA Pillars of Success and shows how we view the alignment of SOW services with those Pillars. The chart also aligns non-technical functions such as Human Resources, Program Management Office, and Communications and Organizational Change Management. Major activities that form the individual service channel solutions are depicted by calendar quarter, starting with the effective date and continuing through the conclusion of the transition period. A key feature of our chart is the inclusion of milestones for Return on Investment (**ROI**) points, Process Improvement Points (**PIP**), and Business Enablement Points (**BEP**). At each of these points, VITA will realize tangible changes in business operations where it will begin to see a return on its investment, a demarcation between current and new standards-based processes, or the opportunity to market VITA branded capabilities to other government

agencies and organizations within the Commonwealth. These critical points are discussed further in the following narrative.

Success Through Partnership



The positive partnership legacy that VITA has established with people, customers and suppliers is one that our solution will continue and expand upon. The partnership among the Northrop Grumman Team members is one that has been successful in the past (whenever we have had the opportunity to work together) and has continued to be successful as we worked together to become a VITA partner through this procurement. We know that our respective organizations are comprised of people and are not just corporate entities. Because of this, we strive to create a working culture that supports trust and respect as teams move toward a common objective.

We also have an excellent reputation for understanding what treating our customers as partners really means. We work with our customers to provide real solutions to real business problems, focusing on their needs and satisfaction. Our suppliers become our partners, too. Whether they provide office supplies or are small, woman-owned and minority (SWAM) companies who are helping us target a specific customer technical need, we know that the better we treat them, the better service they will give us.

Our approach to partnership is particularly evident in our relationship management and economic development responses. To accomplish these functions, we will establish a robust Program Management Office organization that will coordinate activities related to the PPEA start-up, transition/transformation, and post-transition activities. As part of those coordination activities during start-up, transition, and post-transformation, members of the Program Management Office will participate in several VITA governance committees to ensure IT investments, products, and services are managed effectively to provide VITA with best value and high customer satisfaction. The Program Management Office will be responsible for monitoring, managing, and reporting performance levels throughout the program, and overseeing service-based management processes established through the Information Technology Infrastructure Library (ITIL). The Program Management Office will also work with VITA in establishing outreach activities to other agencies and local governments that will help establish VITA as a branded utility.

Also as part of the Program Management Office, the Northrop Grumman Team will create a dedicated Economic Development Liaison Office that will be responsible for building on the opportunities offered by the PPEA contract to promote economic development within the Commonwealth. This important office will partner with the various educational organizations, statewide economic development authorities, and workforce investment boards to ensure that a trained workforce is available to fill the hundreds of jobs we will create in the Commonwealth. Working together, we will expand on current training programs to ensure that instruction is available for all required skill areas. We will also work toward establishing an Information Technology Training Center that will be modeled after the Northrop Grumman Apprentice School in Newport News.

Through the Program Management Office and Economic Develop service delivery channels associated with the “*Success Through Partnerships*” pillar, VITA will realize a quick return on a significant investment when the Northrop Grumman Team breaks ground, constructs and puts into operation the new facilities—**Redacted**. These technology showplaces will set the

Commonwealth and VITA in the forefront of sophisticated IT Infrastructure management. Furthermore, the opening of the **Redacted** represents a major process improvement point, since all of the center's operations will be ITIL-based. At this point, VITA is well on the way to being branded as an IT service utility.

People – Our Most Critical Assets



The Northrop Grumman Team offers a Human Resources solution offering a comprehensive employment package that will attract as many Affected Employees as possible. While VITA employees currently enjoy an extremely generous total compensation package, our proposed offer is feature-rich in every respect. Wherever possible, we offer benefits that VITA employees do not currently have, such as sign-on and retention bonuses, team and individual performance bonuses, performance-based salary increases and a more flexible leave pool. Additionally, all employees will receive a salary offer that represents a **Redacted from Public Document – Proprietary and Confidential** increase over their current VITA salary. It is for this reason that we marked the activity “*Begin New Employee Orientation*” as an important process improvement point.

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Communications and Organizational Change Management will also play a major role during the employee transition. We have planned a series of activities designed to promote the message that the Infrastructure PPEA will bring Affected Employees opportunities and rewards they would not have access to as VITA employees. In addition to the traditional “meet and greet” and town-hall events, we will launch a website and a telephone hotline dedicated to responding to Affected Employees’ questions about Northrop Grumman and our employment offer. Our Human Resources manager and our public relations/communications and change management manager will meet regularly with VITA to keep the lines of communication open during the employee transition period.

Excellence in Service Delivery



The Northrop Grumman Team will help transform the current infrastructure into a visible, integrated infrastructure that drives real business results, including the alignment of IT with users, strategic objectives, business innovation, and financial benefits. We understand this is a fundamentally different approach to managing the infrastructure—one that integrates people, processes and technologies, while emphasizing continuous service improvement and cost efficiency.

To achieve the goals of this pillar, the Northrop Grumman Team will provide VITA with end-user support through a single point of contact (SPOC) help desk located in our proposed **Redacted** Enterprise Solutions Center. Our centralized help desk solution is the users’ single point of contact for problem resolution or support requests, beginning-to-end. Our service delivery solution encompasses underlying service management and integration practices critical to service delivery performance.

The Cross Functional Services Office in our Program Management Office structure will apply industry standards to practices derived from ITIL, Capability Maturity Model Integration (CMMI), Project Management Institute (PMI) and others. This approach will ensure that our support of the “*Excellence in Service Delivery*” pillar provides responsive, caring service

supported by industry's best technical and business practices. Combined with service level requirements and performance measures, we will establish the foundation for service improvement through trend and root cause analyses as an integral part of our service delivery. Our approach will lower operations cost, improve response times, reduce problem resolution times and ultimately improve user satisfaction through consistent process and procedures.

So important is the opening of the **Redacted** and the establishment of the SPOC help desk, they are both a significant return on investment and process improvement point for VITA. By consolidating more than 40 different help desks into a SPOC operation in the new facility, VITA will quickly reduce cost of operations while improving the responsiveness and quality of service provided to your customers. Furthermore, by the end of CY2006, VITA will be able to offer a proven Managed Help Desk Service for user support throughout the Commonwealth, and to county and local government organizations alike. This fact is one of many that will establish VITA as an "always on," reliable and transparent utility for IT infrastructure services.

Technology Solutions



VITA is committed to improving service delivery and maximizing customer satisfaction and citizen access to information throughout the Commonwealth. This involves state-of-the-art technology solutions that enable VITA to focus on real business issues, while minimizing concern with day-to-day operational IT functions. As a VITA partner who understands technology as a business enabler, the Northrop Grumman Team is focused on understanding and executing

VITA's vision. To ensure business and IT are properly aligned, our technical solution focuses on the three critical factors: people, process and technology. Through our own experience, we know that people use processes and technology as tools accomplish their daily business.

To achieve VITA's goals, we designed each of our service solutions so that once implemented, they will naturally evolve into Managed Services that may be offered throughout the Commonwealth to county and local government organizations or to other institutions, such as hospitals, school districts and universities, so that they too can reap the benefits technology being applied as a business enabler. These Business Enablement Points are shown across the service channels in **Exhibit 6-1** as the symbol **BEP**. Each represents a point in time where VITA can advance its position as an always-on transparent utility for:

- *User Support Help Desk Services* – Our centralized, SPOC help desk is situated in a state-of-the-art Tier II+ data center housed in the **Redacted** and uses the Peregrine Service Center as our incident management system. VITA will be able to offer end-to-end tracking and resolution management services to all customers, with 3 levels of technical support (**BEP 1**).
- *Network Management Service* – Our multi-service network uses Multiprotocol Label Switching (MPLS) to increase capacity and capability and enable Voice over Internet protocol (VoIP) communication. VITA will be able to offer network connectivity from anywhere to everywhere, complete with the capacity and throughput to provide advanced services such as real-time video transfer from remote sites (e.g., accident sites) (**BEP 2**).
- *Mainframe and Server Management Service* – From the Tier III data center housed in the **Redacted**, VITA will be able to offer applications hosting on servers and mainframes and servers/server farm management (**BEP 3**).
- *Desktop Refresh and Management Service* – Operating out of a dedicated Product Service Center, our solution offers a variety of state-of-the art equipment for office and personal

computing choices including workstations, laptops, printers, and Personal Digital Assistants (PDAs) (BEP 4).

- *Integrated Messaging Services* – Through the extensive capabilities of Exchange 2003, VITA will be able to offer an integrated Messaging Service that can include both user authentication and application user authentication (BEP 5).
- *Security Services* – Once the Security Dashboard is implemented, VITA will be able to offer two separate services: Vulnerability and Penetration Assessment, (BEP 6) and Enterprise Security Management (BEP 7).
- *IT Infrastructure Continuity Services* – Our comprehensive enterprise disaster recovery solution will enable VITA to offer these services towards the end of the 2nd quarter of 2007 (BEP 8).

Transparency



The Northrop Grumman Team and VITA recognize that the timeliness and quality of IT services must be improved while charges to VITA customers are reduced. Critical applications, integrated information and communications must be flawlessly supported across the enterprise. VITA requires a partner to provide computing resources following a utility model—performance-based and service-level driven. Interoperability, standardization and productivity must be

increased while overall service costs decrease. A proactive, operational service environment must exist with services providing a how-to capability for the Commonwealth.

By grouping IT services that affect the entire IT infrastructure (security, disaster recovery and internal application), we have built the foundation upon which VITA can be branded as a transparent, reliable utility—*just flip the switch and the service is there.*

Conclusion

We are committed to supporting the guiding principle behind the Pillars of Success, and have attempted in every way to adhere to these principles throughout our proposal. Because we as a corporation have undergone our own organization and technological transformation to meet our internal needs and the needs of our customers, *we know that the Pillars of Success principles work!*

Within the remainder of this section, we summarize our technical solutions for the transformation of people, processes and technology required for that portion of the infrastructure. As required by the bid package, each section includes a description of the tools we intend to use, and a listing of our exceptions to the relevant appendix to Schedule 3.3.

6.1 Cross Functional Services (Schedule 3.3—Appendix 1)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 1, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 1, Section 3 Cross Functional Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 1, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 1 Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 1 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.1.1 Cross Functional Services Overview

Instructions to Vendors: Provide an overview of the Cross Functional solution you propose to address the Commonwealth Requirements stated in Schedule 3.3—Appendix 1. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary for Cross Functional Services begins on the next page.

Exhibit 6.1-1 summarizes our approach to Cross Functional Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

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Exhibit 6.1-1 Cross Functional Services Summary

Our solution ensures efficient implementation of standard processes across all services.

The Northrop Grumman Team recognizes that a key component of providing world-class service to VITA is the end-to-end enterprise view and management of our quality, processes, measurement and knowledge. To ensure the effective implementation of Cross Functional Services, we have established a Cross Functional Services Office as an integral part of our Program Management Office. The Cross Functional Services Office provides a management perspective for accountability, integration and measurement of the SOW functions across all services. This critical function, reporting to the Deputy Relationship Manager, enables the provision of services and the alignment of technology to people and processes to fulfill the VITA mission. The Cross Functional Services Office specifically addresses key functions that affect all services, including Quality Management, Process Management, Knowledge Management, Project Support, and Enterprise Level Reporting.

The Northrop Grumman Team's commitment to quality is a core value and will be managed in the Cross Functional Services Office. Within the Cross Functional Services Office, the Quality function will ensure compliance to the required quality methods, continuously assessing processes and products during the development and delivery phases. The quality manager views process at a high level, ensuring consistent quality, integration across services, and consideration for VITA customers' and users' needs.

The Cross Functional Services Office will follow Information Technology Infrastructure Library (ITIL) best practice processes, which include, but are not limited to Change Management (SOW Table 22), Configuration Management (SOW Table 21), Incident and Service Request Management (SOW Table 19b), Problem Management (SOW Table 19b), Service Level Management (SOW Table 17), Capacity Management (SOW Table 15), Service Continuity Management (SOW Table 19a) and Release to Production (SOW Table 22). ITIL brings the best IT and business process practices to the definition and delivery of services. Quality methods like ITIL bring not only process definition, but also process integration, which is an absolute necessity for VITA.

The Cross Functional Services Office also owns knowledge management, providing a single source for knowledge capture, standards, sharing and archival. The VITA workspace within Northrop Grumman's knowledge management tool, Livelink, will serve as a secure location for all processes, reporting, diagrams, schedules, manuals, and other pertinent information. The Cross Functional Services Office will design and manage the knowledge transfer process during Transition. By developing a knowledge transfer standard, the Northrop Grumman Team will ensure that we collaborate fully with VITA to transfer and document knowledge vital to delivering services to VITA's customers.

As the VITA environment is transformed, service-specific, cross-functional and enterprise projects will be identified, planned and implemented. Each project will have its knowledge-specific leader, but oversight for all transformational activities will come from within the Cross Functional Services Office. The Project Support function within the Cross Functional Services

Office will ensure high-level reporting and oversight on projects across all service areas. This centralized support will ensure use of standard project management methods consistent with Project Management Institute (PMI) guidelines.

Cross-functional reporting is vitally important to both VITA and the Northrop Grumman Team. Cross-functional reports also pinpoint trends and identify requirements for root cause analysis. Cross-area metrics and high-level health indications will be managed and reported from within the Cross Functional Services Office.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

6.1.2 Cross Functional Service Environment Acceptance and Exceptions

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6.1.3 Cross Functional Service Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 1, Section 3, except for the elements listed in Exhibit 6.1-3.

Cross Functional Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
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Exhibit 6.1-3 Cross Functional Service Requirements Issues

6.1.4 Cross Functional Service Management Acceptance and Exceptions

(PROPRIETARY & CONFIDENTIAL)

Cross Functional Services Management Acceptance and Exceptions			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
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Exhibit 6.1-4 Cross Functional Service Management Acceptance and Exceptions

6.1.5 Cross Functional Management Tools (PROPRIETARY & CONFIDENTIAL)

Cross Functional Management Tools			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
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Exhibit 6.1-4 Cross Functional Management Tools

6.1.6 Additional Comments Relative to Service Provisioning for Cross Functional Services (PROPRIETARY & CONFIDENTIAL)

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6.2 Internal Applications Services (Schedule 3.3—Appendix 2)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 2, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 2, Section 3 Application Services), at the defined service levels (as outlined within Schedule 3.3—Appendix 2, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 2. Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 2 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.2.1 Internal Applications Services Solution Overview

Instructions to Vendors: Provide an overview of the Internal Applications Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3—Appendix 2. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary for Internal Application Services begins on the next page.

Exhibit 6.2-1 summarizes our approach to Internal Application Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

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Exhibit 6.2-1 Internal Application Services Summary

Our solution ensures efficient implementation of standard processes for VITA's IT Infrastructure.

The Northrop Grumman Team will provide complete lifecycle services for internal applications using our existing CMMI Level 3-compliant processes, procedures and templates, currently used by our Internal Information Services (IIS) business unit. This will result in both cost reduction and improvement in quality for internal applications. The IIS business unit currently provides internal application support for the entire Northrop Grumman Corporation, a company of more than 125,000 employees. The work of this business unit includes maintenance support of systems in production, new development, enhancements, and COTS integration. The IIS business unit's process suite was designed to address all of these categories and the full range of project sizes from the very small to the very large. The IIS business unit recently achieved a CMMI Level 3 process maturity rating.

Each project document that we develop will undergo an internal peer review. Any defects identified during the review will be corrected prior to submission to the Commonwealth. Any defects uncovered at these peer reviews will be documented and used as part of the continual process improvement effort. When documents are ready for submission, we recommend that a technical review be held with representatives from the Commonwealth to formally review and approve the document. A go/no-go decision from the review becomes the basis for moving forward to the next project phase.

The Northrop Grumman Team will develop a comprehensive Configuration Management Plan for the program. This plan will document how the Northrop Grumman team will establish and maintain the integrity of the work products and configuration items through the performance of the four primary Configuration Management (CM) functions:

- Configuration Identification
- Configuration Control
- Configuration Status Accounting
- Configuration Audits

Items to be placed under configuration control include approved project documentation, code, and software and hardware configurations. CM will ensure that all documentation released for distribution is the current, approved version.

A training plan will also be developed to assist in training new employees and transfer of knowledge to VITA support personnel. We plan to use a variety of training methods. Depending on the need, we will use classroom training, online training using NetMeeting, train-the-trainer, and other methods as required.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the Services only from or at Locations within the geographic boundaries of the Commonwealth.

6.2.2 Internal Applications Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment elements as attachments to the proposal where required and as indicated in **Schedule 3.3—Appendix 2, Section 2**.

☒ Vendor agrees with Schedule 3.3—Appendix 2, Section 2, except for the elements listed in **Exhibit 6.2-2**.

Internal Applications Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.2-2 Internal Applications Service Environment Issues (PROPRIETARY & CONFIDENTIAL)

6.2.3 Internal Applications Services Requirements Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

☒ Vendor agrees with Schedule 3.3—Appendix 2, Section 3, except for the elements listed in **Exhibit 6.2-3**.

Internal Applications Development Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.2-3 Applications Development Services Requirements Issues

Internal Applications Warranty Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

**Exhibit 6.2-4 Internal Applications Warranty Services Requirements Issues
(PROPRIETARY & CONFIDENTIAL)**

Internal Applications Maintenance Service Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.2-5 Internal Applications Maintenance Services Requirements Issues

Internal Applications Monitoring, Reporting and Review Service Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

**Exhibit 6.2-6 Internal Applications Monitoring, Reporting and Review Services
Requirements Issues**

6.2.4 Internal Applications Service Management Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 2, Section 4, except for the elements listed in Exhibit 6.2-7.

Internal Applications Service Management Issues			
Item #	Reference #	Issue	Vendor proposed solution/rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.2-7 Internal Applications Service Management Issues

6.2.5 Internal Applications Service Management Tools (PROPRIETARY & CONFIDENTIAL)

The tools used in the delivery of this service are described in Exhibit 6.2-8.

Tools			
Item #	Tool	Purpose	Vendor Comments (if any)
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.2-8 Internal Applications Service Management Tools

6.2.6 Additional Comments Relative to Service Provisioning for Internal Applications Services (PROPRIETARY & CONFIDENTIAL)

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6.3 Security Services (Schedule 3.3—Appendix 3)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 3, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 3, Section 3 Security Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 3, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 3. Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 3 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.3.1 Security Services Solution Overview

Instructions to Vendors: Provide an overview of the Security Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3—Appendix 3. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary for Security Services begins on the next page.

Exhibit 6.3-1 summarizes our approach to Security Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

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Exhibit 6.3-1 Security Services Summary

Our solution ensures efficient implementation of Security Services for VITA's IT infrastructure.

Through the due diligence process, Northrop Grumman understands the Commonwealth of Virginia's need for a dependable, scalable, centrally-managed security architecture that provides protection for Commonwealth assets and data in real time to facilitate compliance with federal, state and policy mandates. The Northrop Grumman conceptual design will provide an effective 24x7 operation center by leveraging methodology used within the Department of Homeland Security and other efforts, while combining persons, processes and technology for real-time measurable compliance metrics, threat analysis and incident response capabilities.

Our solution dramatically reduces the risk of interruption to service and liability commonly associated with a security incident and creates an architecture design that enables constant evolutionary improvement, as required by advancing security technologies and practices. Northrop Grumman further understands the need for "Total IT Security Awareness" for the Commonwealth, VITA and the Executive Branch agencies. Our approach standardizes the security architecture, centralizes operations where multiple systems within the security centers provide a higher return on investment, lowers total cost of ownership, and provides a "one button to push" capability to receive real-time situational awareness for the VITA enterprise.

"Total IT Security Awareness" is defined as a time-dependent, pinpoint cognizance, "know thyself" tenet, where all the risks of doing business with the systems and applications deployed are clearly understood, policy adherence is facilitated and configuration management controls are in place. This includes knowing the risk mitigation costs for the systems, personnel, facilities, and environment in which they operate from a management, technical, and operational perspective. The situational awareness needed is a layered combination of policy, education, and training, as well as core system attributes that provide the necessary inputs contributing to the defense and protection of Commonwealth assets.

Our solution provides a high-availability Enterprise Security Operations Center (ESOC) collocated within the Centralized Management Operations Center (CMOC) in **Redacted** complex. Our Centralized Security Incident Response Center (CSIRC) is located in the **Redacted** and is the continuity of operations plan location. The CSIRC will facilitate compliance with Code of Virginia § 2.2-603.G, which mandates agency director reporting of agency security incidents. The ESOC is fully operational 24x7 and staffed with cross-trained analysts and technicians in the event of catastrophic failure at either site. Each system fails over to the other location almost instantaneously, providing high availability within the security architecture.

Our solution also provides centralized logging, intrusion detection/prevention, firewall management, vulnerability assessment, security incident tracking and reporting management. The aforementioned systems contribute to robust reporting capabilities that improve budgetary and business case processes, as well as service level agreements and policy compliance. Furthermore, the system output data provides input into the VITA Security Dashboard, an online component or Web-based tool available through the VITA Services Portal (VSP), for real-time information technology risk metrics and operational status.

In accordance with the Comprehensive Infrastructure Agreement (CIA), Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

6.3.2 Security Service Environment Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 3, Section 2, except for the elements listed in Exhibit 6.3-2.

Security Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.3-2 Security Service Environment Issues (Table 24)

6.3.3 Security Services Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 3, Section 3, except for the elements listed in Exhibit 6.3-3.

Security Service Requirement Acceptance and Exceptions			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.3-3 Security Service Requirement Acceptance and Exceptions (Table 25)

6.3.4 Security Management Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

☒ Vendor agrees with Schedule 3.3—Appendix 3, Section 4, except for the elements listed in Exhibit 6.3-4.

Security Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.3-4 Security Service Environment Issues (Table 26)

6.3.5 Security Management Tools (PROPRIETARY & CONFIDENTIAL)

The Northrop Grumman Team's security management tools are listed below in Exhibit 6.3-5.

Security Management Tools			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.3-5 Security Management Tools (Table 27)

6.3.6 Additional Comments Relative to Service Provisioning for Security Services (PROPRIETARY & CONFIDENTIAL)

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6.4 Help Desk Services (Schedule 3.3—Appendix 4)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 4, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 4, Section 3 Help Desk Support Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 4, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 4 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 4 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.4.1 Help Desk Solution Overview

Instructions to Vendors: Provide an overview of the Help Desk solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 4. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary for Help Desk Services begins on the next page.

Exhibit 6.4-1 summarizes our approach to Help Desk Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

Redacted

Exhibit 6.4-1 Help Desk Services Summary

Our solution ensures efficient implementation of Help Desk Services for VITA's IT Infrastructure.

Our help desk will be staffed by existing VITA support personnel, including VITA Customer Care Center staff, and agency-dedicated help desk and deskside support personnel, using Information Technology Service Management (ITSM)/ITIL-based processes, and incorporating web-accessible tools and telephony features allowing collocation of support personnel in a virtual help desk model. All help desk personnel, whether local or remote, are kept informed of system and network conditions through our incident management system, which is integrated into a full suite of system and service management tools.

The help desk is the single point of contact for all IT supported services. The Northrop Grumman Enterprise Solutions Center model, depicted in **Exhibit 6.4-2**, demonstrates the linkages between users requesting service through the help desk and all service providers. The help desk solution is fully integrated with the Centralized Management Operations Center (CMOC), accepting alarms and alerts for proactive incident resolution and providing enterprisewide account administration.

Integration between the incident management system and the various tools in use within the operational services will allow automated event to ticket generation with bidirectional data flow for systems and application monitoring, while the integration to the Knova Knowledge Management database will greatly improve first-contact resolution.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

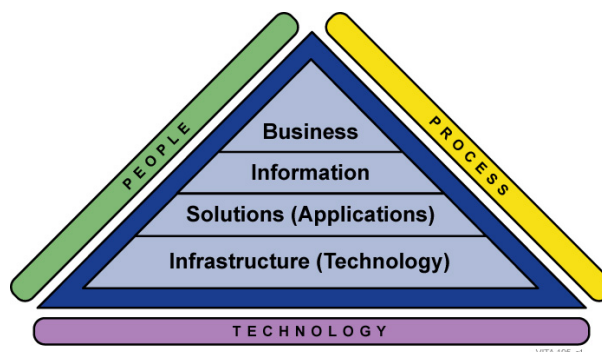


Exhibit 6.4-2 Enterprise Solutions Center Model
Northrop Grumman's Help Desk is fully integrated in the Enterprise Architecture model to provide the most efficient service to all end users.

6.4.2 Help Desk Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3—Appendix 3, Section 2.

☒ Vendor agrees with Schedule 3.3—Appendix 3, Section 2, except for the elements listed in **Exhibit 6.4-3**.

Help Desk Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale

Help Desk Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.4-3 Desk Service Environment Issues (Table 1)

6.4.3 Help Desk Services Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3–Appendix 3, Section 3, except for the elements listed in Exhibit 6.4-4.

Help Desk Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.4-4 Help Desk Services Requirements Issues (Table 2)

6.4.4 Help Desk Management Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3–Appendix 3, Section 4, except for the elements listed in Exhibit 6.4-5.

Help Desk Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.4-5 Help Desk Management Issues (Table 3)

6.4.5 Help Desk Management Tools (PROPRIETARY & CONFIDENTIAL)

The automated tools used in the delivery of help desk services are described in Exhibit 6.4-6.

Tools			
Item #	Tool	Purpose	Vendor comments (if any)
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.4-6 Help Desk Management Tools (Table 4)

6.4.6 Additional Comments Relative to Service Provisioning for Help Desk Services

Redacted from Public Document – Proprietary and Confidential

6.5 Desktop Computing Services (Schedule 3.3—Appendix 5)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 5, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 5, Section 3 Desktop Computing Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 5, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 5. Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 5 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.5.1 Desktop Computing Services Solutions Overview

Instructions to Vendors: Provide an overview of the Help Desk solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 5. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary Desktop Services begins on the next page.

Exhibit 6.5-1 summarizes our approach to Desktop Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

Redacted

Exhibit 6.5-1 Desktop Services Summary

Our solution ensures efficient implementation of Desktop Services for VITA and agencies.

Within our own transformation, we have achieved the Commonwealth's vision of improving the end-user PC experience (productivity, availability and service quality) while lowering total cost of ownership (TCO). The Commonwealth needs a shared, managed desktop computing environment with common standards and centralized control that still delivers the flexibility needed to address agency-specific requirements in a multiagency environment. We also realize that it is just as important to show value to organizations in the Commonwealth that are currently operating within their own support models, so we will maintain a Web-based eCatalog to provide a repository of available standard services to VITA and its eligible customers. Our proposed solution will provide centrally managed, standardized desktop platforms, protected by antivirus and integrated security and support based on ITIL/ITSM best practices. Our approach provides a low-touch computing service model that increases VITA and eligible customer productivity and efficiency, while centralizing common support functions across the Commonwealth to reduce costs.

During the due diligence phase, our desktop team met with VITA and its customers to discuss and review many of the existing issues with regard to desktop and print support services prevalent throughout the Commonwealth. The successful completion of this phase provided the team with the critical data needed to understand and formulate VITA's to-be desktop computing services IT infrastructure. The Northrop Grumman Team realizes that the major challenges include changing the manner in which managed desktop services are delivered and structured throughout the Commonwealth agencies; migrating from a heavy tactile service support model; implementing a centralized asset management system; implementing an electronic software delivery system; and reducing the current number of deployed systems and supported platforms.

Our methodology to remedy the understood challenges and achieve the Commonwealth's high-level desktop service objectives will be a phased approach roadmap that will stabilize, optimize and finally transform the current desktop management environment. We also understand that introducing new solutions, migrating to new technologies or re-engineering business processes can create a chaotic business environment, so our transition strategy will be an evolutionary, well-planned and managed approach. Our proposed desktop solution introduces several key high-value-added IT infrastructure improvements throughout the Commonwealth, including standardization of the end-user computing platforms; implementation of a desktop modernization program; centralization of trained IT staff across all agencies; implementation of a centralized asset management system; establishment of depot carry-in maintenance locations; deployment of a Web-based knowledge database tool; and review and upgrade of existing processes and documentation.

Our mission is to form a partnership with VITA to help it achieve its vision of improved quality, economy, value, and service to support the business of state government. The Northrop Grumman Team's proposed enterprisewide desktop computing services IT infrastructure solution will establish a model of operational excellence, through delivery of an enterprise-based

IT services and solutions methodology that will give VITA and its customers the best value at the lowest cost.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

6.5.2 Desktop Computing Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3—Appendix 5, Section 2.

☒ Vendor agrees with Schedule 3.3—Appendix 5, Section 2, except for the elements listed in **Exhibit 6.5-2**.

Desktop Computing Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.5-2 Desktop Computing Service Environment Issues (Table 32)

6.5.3 Desktop Computing Support Services Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 5, Section 3, except for the elements listed in **Exhibit 6.5-3** below.

Desktop Computing Support Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.5-3 Desktop Computing Support Services Requirements Issues (Table 33)

6.5.4 Desktop Computing Service Management Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

☒ Vendor agrees with Schedule 3.3—Appendix 5, Section 4, except for the elements listed in **Exhibit 6.5-4**.

Desktop Computing Service Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.5-4 Desktop Computing Service Management Issues (Table 34)

6.5.5 Desktop Computing Service Management Tools (PROPRIETARY & CONFIDENTIAL)

The automated tools used in the delivery of this service are described in **Exhibit 6.5-5**.

Tools			
Item #	Tool	Purpose	Vendor Comments (if any)
Redacted from Public Document – Proprietary and Confidential			

Exhibit 6.5-5 Desktop Computing Service Management Tools (Table 35)

6.5.6 Additional Comments Relative to Service Provisioning for Desktop Computing Services

Redacted from Public Document – Proprietary and Confidential

6.6 Messaging Services Solution Overview (Schedule 3.3—Appendix 6)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 6, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 6, Section 3, Messaging Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 6, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 6. Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 6 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.6.1 Messaging Services Solution Overview

Instructions to Vendors: Provide an overview of the Desktop Computing Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3—Appendix 6. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary for Messaging Services begins on the next page.

Exhibit 6.6-1 summarizes our approach to Messaging Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

Redacted

Exhibit 6.6-1 Messaging Services Summary

Our solution ensures efficient implementation of messaging services for VITA and supported agencies.

Our solution will significantly improve available messaging services, collaboration and workflow by transitioning from today's 40+ individual messaging implementations, based on multiple messaging platforms (Lotus Notes, Novell GroupWise, Sun All-In-One, SendMail and several versions of Microsoft Exchange) into a single common platform based on Microsoft Exchange 2003. This new platform will seamlessly provide messaging and collaboration services to all Executive Branch agencies across the Commonwealth. Additionally, this solution will improve the reliability of these services, while reducing the overall costs of operation and ownership for the Commonwealth of Virginia.

Our messaging solution is tightly integrated into the overall architecture upon which our entire solution is based, providing a platform on which VITA can provide messaging and collaboration-related services that are business-aligned, well managed and cost effective. The new messaging architecture integrates into a single, standards-based communications platform with key systems that include wireless Blackberry® Personal Information Devices (PIDs), instant messaging, online meeting service, and fax services. Standardization also provides the ability to easily integrate new technologies, enabling VITA to incorporate future services and devices to further improve user productivity. Implementation of a single address list will provide for secure and seamless cross-agency collaboration. This platform will also provide easier access for users who travel or work remotely. Integrating secure remote access through secure network connectivity, such as Virtual Private Network (VPN) connections, will provide unparalleled access to individual data and e-mail. To ensure security and confidentiality, we will implement Public Key Infrastructure (PKI) and Certificate Services at every level for maximum protection.

Leveraging advanced technology, all critical messaging data and systems will be strategically positioned in a central dedicated data center located in **Redacted** Virginia, with a disaster recovery data center located in **Redacted**, Virginia. These facilities will provide state-of-the-art security, management, support, and disaster recovery capabilities, as well as career opportunities, stimulating the economy of these communities.

To transition to the common messaging system, we will employ the methodology and experience honed through the deployment of over 14 million seats of Microsoft Exchange. Our solution will be implemented in a phased approach, transitioning existing services transparently into a centrally managed, secured and proven architecture. Users will then be transitioned to the new messaging platform on a schedule that minimizes disruption to agency and user productivity. This new messaging architecture will make the Commonwealth a leader in leveraging technology and a model of IT excellence in government services.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

6.6.2 Messaging Service Environment Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3—Appendix 6, Section 2.

☒ Vendor agrees with Schedule 3.3—Appendix 6, Section 2, except for the elements listed in Exhibit 6.6-2.

Messaging Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.6-2 Messaging Service Environment Issues

6.6.3 Messaging Support Services Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 6, Section 3, except for the elements listed in Exhibit 6.6-3.

Messaging Support Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.6-3 Messaging Support Services Requirements Issues

6.6.4 Messaging Service Management Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 6, Section 4, except for the elements listed in Exhibit 6.6-4 below.

Messaging Service Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.6-4 Messaging Service Management Issues (Table 36)

6.6.5 Messaging Service Management Tools

The automated tools used in the delivery of this service are described in Exhibit 6.6-5 below.

Tools			
Item #	Tool #	Purpose	Vendor Comments (if any)
Redacted from Public Document – Proprietary and Confidential			

Exhibit 6.6-5 Messaging Service Management Tools (Table 39)

6.6.6 Additional Comments Relative to Service Provisioning for Messaging Services

Redacted from Public Document – Proprietary and Confidential

6.7 Mainframe and Server Services (Schedule 3.3–Appendix 7)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3–Appendix 7, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3–Appendix 7, Section 3 Mainframe and Server Service Requirements), at the defined service levels (as outlined within Schedule 3.3–Appendix 7, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3–Appendix 7. Commonwealth considers the Vendor to agree to all Schedule 3.3–Appendix 7 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.7.1 Mainframe and Server Services Solution Overview

Instructions to Vendors: Provide an overview of the Mainframe & Server Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3–Appendix 7. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Our 2-page summary Mainframe and Server Services begins on the next page (with Exhibit 6.7-1, which summarizes our approach to providing these services).

Redacted**Exhibit 6.7-1 Mainframe and Server Services Summary**

Our solution ensures efficient implementation of Mainframe and Server Services for VITA and supported agencies.

We will meet the needs of VITA and its customers for reliable, scalable and secure services by providing an innovative solution that features a single point of contact for problem resolution, accountability through service level agreements (SLAs), a user portal, and a Centralized Management Operations Center (CMOC) for the delivery of managed services. We will staff the CMOC with well-trained personnel who will leverage automated tools to proactively monitor system performance, make timely adjustments, perform corrective action, and promote “well health” of the computer systems. The CMOC ensures the continuous health and performance of the entire VITA IT infrastructure.

The Northrop Grumman Team will provide customized services that meet or exceed VITA’s service level requirements (SLAs). We currently manage SLAs for a variety of customers, consistently achieving high service levels by using automated tools and ITIL-based principles.

Our Team has adopted comprehensive policies and implemented significant process improvements to comply with government regulations and laws relating to the Sarbanes-Oxley Act of 2002 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996. We will maintain compliance with industry standards and government regulations and adopt the required changes.

We will leverage operational scale and best practices to achieve optimum commercial price performance by consolidating, integrating and automating the environment, and leveraging proven practices that are currently deployed at Northrop Grumman data centers. Cost savings are achieved through the centralization of equipment and personnel, the automation of manual processes, reduction of IT infrastructure complexity, and integration of multiple hardware platforms.

We will provide ongoing feedback mechanisms to ensure that performance meets expectations by using ITIL-based practices and Enterprise Systems Management tools. HP OpenView Systems Management applications will anticipate and correct many problems before they become critical, and automate and manage change in real time. Following the principles of simplification, standardization and modularity, these enterprise applications will provide clear visibility into the operational nature of the IT infrastructure, and provide valuable feedback to ensure that performance meets expectations. We will provide VITA with summary reports to track performance against SLAs.

The Northrop Grumman Team will leverage the Commonwealth’s intellectual knowledge base to support systems, database and disaster recovery administration of the computing platforms. To ensure that ongoing support is not disrupted, we will cross-train transitioning VITA employees and augment the existing staff, as necessary, to architect, design and implement our innovative technology solutions.

We recognize VITA’s focus on delivering exceptional customer service and best value solutions. We intend to combine the best-of-the-best from VITA and Northrop Grumman. Our solution will provide VITA with a flexible IT environment that can respond quickly to meet new business initiatives.

In accordance with the Comprehensive Infrastructure Agreement, Section 3.21, the Northrop Grumman Team will perform all of the services only from or at locations within the geographic boundaries of the Commonwealth.

6.7.2 Mainframe and Server Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3—Appendix 7, Section 2.

☒ Vendor agrees with Schedule 3.3—Appendix 7, Section 2, except for the elements listed in **Exhibit 6.7-2**.

Mainframe and Server Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.7-2 Mainframe and Server Service Environment Issues

6.7.3 Mainframe & Server Service Requirements Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

☒ Vendor agrees with Schedule 3.3—Appendix 7, Section 3, except for the elements listed in **Exhibit 6.7-3**.

Mainframe and Server Service Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.7-3 Mainframe and Server Service Requirements Issues

6.7.4 Mainframe and Server Service Management Acceptance and Exceptions (PROPRIETARY & CONFIDENTIAL)

☒ Vendor agrees with Schedule 3.3—Appendix 7, Section 4, except for the elements listed in **Exhibit 6.7-4**.

Mainframe and Server Service Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.7-4 Mainframe and Server Service Management Issues

6.7.5 Mainframe and Server Service Management Tools (PROPRIETARY & CONFIDENTIAL)

The automated tools used in the delivery of this service are described in **Exhibit 6.7-5**.

Mainframe and Server Service Management Issues			
Item #	Tool	Purpose	Vendor Comments (if any)
Redacted from Public Document – Proprietary and Confidential			

Exhibit 6.7-5 Mainframe and Server Service Management Tools

6.7.6 Vendor Additional Comments relative to Service Provisioning Mainframe and Server Services

6.7.6.1 VDACS Mainframe Exception (PROPRIETARY & CONFIDENTIAL)

Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential	
End of Table	

6.7.6.2 Provisioning Disclaimer (PROPRIETARY & CONFIDENTIAL)

Redacted from Public Document – Proprietary and Confidential

6.8 Data Network Services (Schedule 3.3—Appendix 8)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 8, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 8, Section 3, Voice and Video Telecom Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 8, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 8. The Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 8 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.8.1 Data Network Services

Instructions to Vendors: Provide an overview of the Voice and Video Telecom Services solution you propose to address in the Commonwealth Requirements stated in Schedule 3.3—Appendix 8. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal Format document.

Our 2-page summary of Data Network Services begins on the next page.

Exhibit 6.8-1 summarizes our approach to Data Network Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

Redacted

Exhibit 6.8-1 Data Network Services Summary

Our solution ensures efficient implementation of Data Network Services for VITA and supported agencies.

The Northrop Grumman Team understands that VITA needs a reliable and cost-effective managed multiservice network solution that supports dynamic Virtual Private Networks (VPNs) for logical security between communities of interest and Quality of Service (QoS) for the agencies' respective applications.

The Northrop Grumman Team will deliver a reliable, scalable and secure network infrastructure to the Commonwealth that is managed cost effectively across our single multiservice network solution. Our cost savings result from operational efficiencies, and effective configuration and capacity management on our single consolidated network infrastructure. We will deliver a robust Network Operations Center (NOC) that greatly simplifies management and provisioning, and provides predictable pricing from our managed router solution. Our NOC and back-office systems will minimize administrative efforts for VITA. Our solution provides network-centric services that deliver rigorously measured and reported metrics to meet or exceed our Service Level Agreements (SLAs) with VITA.

MCI partnered exclusively with the Northrop Grumman Team to help us understand the as-is network solution, provide additional managed services capabilities, and minimize the risks associated with migrating the existing frame relay/asynchronous transfer mode (FR/ATM) network to a managed Multiprotocol Label Switching (MPLS) VPN. The existing solution consists of frame relay and MPLS VPN is based on dynamic IP routing thus eliminating thousands of statically provisioned Permanent Virtual Paths (PVCs).

The Northrop Grumman Team will transform the existing network to MPLS VPNs. Our Team will mitigate the risk by building gateways between the FR/ATM and the MPLS VPNs to ensure interoperability.

We will re-address the network by reusing the existing Commonwealth of Virginia's Class B IP addresses to obtain meaningful prefixes based on geography, agencies and buildings, which minimize the size of routing tables and allow route summarization. This will improve the management and operation of existing services and is a prerequisite for the migration toward using network based-services on the new MPLS VPN network.

In accordance with the Comprehensive Infrastructure Agreement (CIA), Section 3.21, the Northrop Grumman Team will perform all of the services only from locations in the geographic boundaries of the Commonwealth.

6.8.2 Data Network Service Environment Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 8, Section 2 except for the elements listed in **Exhibit 6.8-2**.

Data Network Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.8-2 Data Network Service Environment Issues (Table 44)

6.8.3 Data Network Services Requirements Acceptance and Exceptions

Data Network Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.8-3 Data Network Services Requirements Issues (Table 45)

6.8.4 Data Network Service Management Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 8, Section 4 except for the elements listed in Exhibit 6.8-4.

Data Network Service Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.8-4 Data Network Service Management Issues (Table 46)

6.8.5 Data Network Management Tools (PROPRIETARY & CONFIDENTIAL)

The automated tools used in the delivery of this service are described in Exhibit 6.8-5.

Tools			
Item #	Tool	Purpose	Vendor Comments (if any)
Redacted from Public Document – Proprietary and Confidential			

Exhibit 6.8-5 Data Network Management Tools (Table 47)

6.8.6 Additional Information

Redacted from Public Document – Proprietary and Confidential

6.9 Voice and Video Telecom Services (Schedule 3.3—Appendix 9)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3—Appendix 9, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3—Appendix 9, Section 3 Voice and Video Telecom Services Requirements), at the defined service levels (as outlined within Schedule 3.3—Appendix 9, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3—Appendix 9. Commonwealth considers the Vendor to agree to all Schedule 3.3—Appendix 9 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.9.1 Voice and Video Telecom Services Solutions Overview

Instructions to Vendors: Provide an overview of the Voice and Video Telecom Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3—Appendix 9. This overview should not be more than two-pages long. Additional details should be provided in Section 11 of this Vendor Proposal Format document.

Our 2-page summary Voice and Video Telecommunications begins on the next page.

Exhibit 6.9-1 summarizes our approach to Voice and Video Telecommunication Services by pinpointing the major activities to be performed throughout the start-up, transition and post-transition performance periods affecting people, processes, technologies and facilities.

Redacted

Exhibit 6.9-1 Mainframe and Server Services Summary

Our solution ensures efficient implementation of Voice and Video Telecommunication Services for VITA and supported agencies.

VITA needs intrastate communications within and between the agencies, and long distance communications outside the Commonwealth of Virginia. We will deliver the existing voice and video operations currently provided by Verizon's Centrex lines and MCI's Public Switched Telephone Network (PSTN) services; and, as the business case dictates, we will transition voice and video over our single multiservice Internet Protocol (IP) network.

Redacted from Public Document – Proprietary and Confidential

6.9.2 Voice and Video Telecom Service Environment Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 9, Section 2 except for the elements listed in Exhibit 6.9-2.

Voice and Video Telecom Service Environment Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.9-2 Voice and Video Telecom Service Environment Issues (Table 48)

6.9.3 Voice and Video Telecom Service Requirements Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 9, Section 3 except for the elements listed in Exhibit 6.9-3.

Voice and Video Telecom Services Requirements Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.9-3 Voice and Video Telecom Services Requirements Issues (Table 49)

6.9.4 Voice and Video Telecom Service Management Acceptance and Exceptions

☒ Vendor agrees with Schedule 3.3—Appendix 8, Section 4 except for the elements listed in Exhibit 6.9-4.

Voice and Video Telecom Service Management Issues			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			
End of Table			

Exhibit 6.9-4 Voice and Video Telecom Service Management Issues (Table 50)

6.9.5 Voice and Video Telecom Management Tools (PROPRIETARY & CONFIDENTIAL)

The automated tools used in the delivery of this service are described in Exhibit 6.9-5.

Tools			
Item #	Reference #	Issue	Vendor Proposed Solution/Rationale
Redacted from Public Document – Proprietary and Confidential			

Exhibit 6.9-5 Voice and Video Telecom Management Tools (Table 51)

6.9.6 Additional Information

Redacted from Public Document – Proprietary and Confidential